HQ Air Force Personnel Center

Personnel Operations Update

Mr. Gregory Den Herder
AFPC/CD

Overview

AFPC

- AFPC Operations
- National Security Personnel System
- Manpower & Personnel Merger
- Benefits & Entitlements Services Team (BEST)

AFPC

Retirements and Separations

Initial Placement

Personnel Life Cycle

Promotion and Retention

Training and Development

Assignments/ Utilization

A Week at AFPC …

AFPC

Assignments Filled

Officers – 380

Enlisted - 1,900

Civilian Personnel Actions Processed - 2,800

Evaluations Completed

OPRs - 1,390

EPRs - 4,870

Customer Servicing

AF Contact Center - 3,140 (Phone Calls, Web Hits, E-Mail Questions)

Technical Assistance Center - 5,000 Calls for Web, PC-III and MilPDS Problems

Benefits and Entitlements Service Team Employees - 2,000 Incoming Calls Received

Recruitment Service Center – 5,700 Resumes Processed **& 1,600** Calls Fielded

Assignment Management System - 97,000 Hits

Selection Board Secretariat

70 Boards Compiling **170** In-Board Days Each Year

65,000 Records Reviewed & **9050** Selection Folders Built Each Year

Readiness Issues

Personnel Community Deployed **320** PERSCO Teams in Support of AEF Encompassing **740** PERSCO Warriors … **to Date**

485,900+ Military Members Have Updated Emergency Data Through New Virtual Record of Emergency Data (vRED) … **to Date**

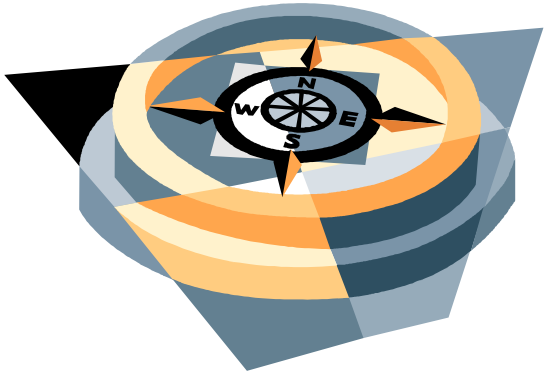
30,200+ Civilian Members Have Updated Their Emergency Data Information…..**to Date**

AFPC Mission: Integrate & Execute Personnel Operations To Develop AF People & Meet Field Commanders' Requirements

Strategic Directions

AFPC

- Sustain MAJCOM Commander Confidence and Support – Our Premier Customers
- Integrate Personnel Operations… Horizontally and Vertically
- Live Within Our Means
- Measure and Improve



AFPC VISION: RIGHT PEOPLE, RIGHT PLACE, RIGHT TIME

AFPC Campaign Plans

AFPC

SUPPORT DEPLOYED OPERATIONS

IMPLEMENT FORCE DEVELOPMENT

IMPROVE CIVILIAN PERSONNEL SERVICING

FIELD RESPONSIVE PERSONNEL DATA SYSTEMS

SIMPLIFY PERSONNEL PROCESSES

AFPC Campaign Plans

AFPC

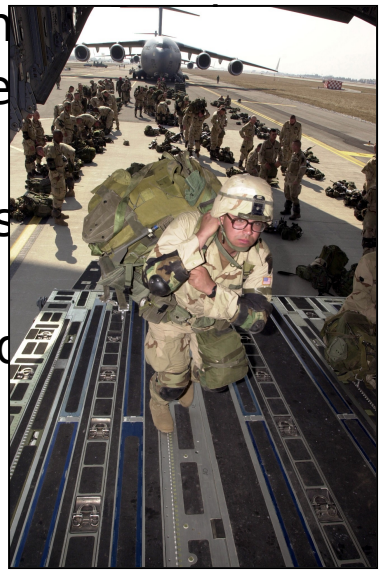
SUPPORT DEPLOYED OPERATIONS

Support Deployed Operations

AFPC

Components

- **Force Accountability: Our Primary Wartime Mission**
  - **Personnel Support for Contingency Operations (PERSCO)**
    - Provide Deployed CCs Info on Who's Here and Wh
    - Reports and Requests Replacements for Casualtie
  - **Personnel Readiness Center**
    - Scanner Test Information—First Step Towards Pass Accountability
      - Initial Test To USAFE—Follow On To CENTAF And PACAF
  - **Casualty Matters**
    - 24/7 Operations
- **AFPC's Air Operations Center (AOC)**



Objective: Support the Warfighter

AFPC Campaign Plans

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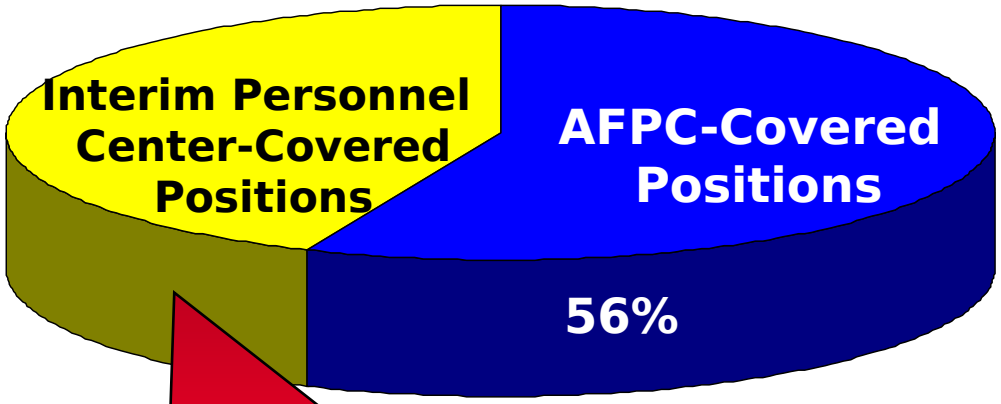
IMPROVE CIVILIAN PERSONNEL SERVICING

Civilian Personnel Servicing

Filling Jobs—Who Does It?

AFPC

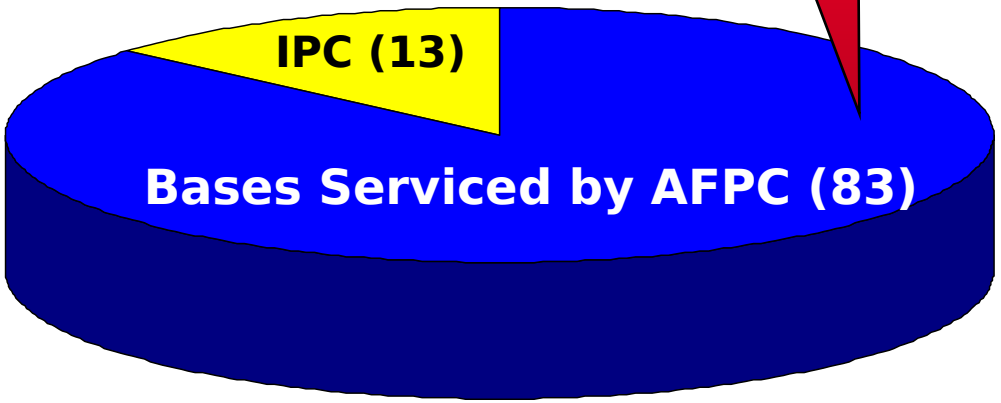
Servicing By Position



IPCs:
- **4 Air Logistics Centers *(Robins, Hill, WPAFB, Tinker)***
- **11th Wing**
- **AIA**

PALACE COMPASS
CHARTING A NEW COURSE

Servicing By Base



Civilian Personnel Servicing
Civilian Assignment Process

AFPC

AFPC
* Greater use of standardized announcements, templates
* Early follow-up on referral lists
* Early initiation of Civilian Virtual In-processing Program

Manager
* Anticipate vacancies
* Use "Name Requests" when allowed
* Pre-determine selection criteria

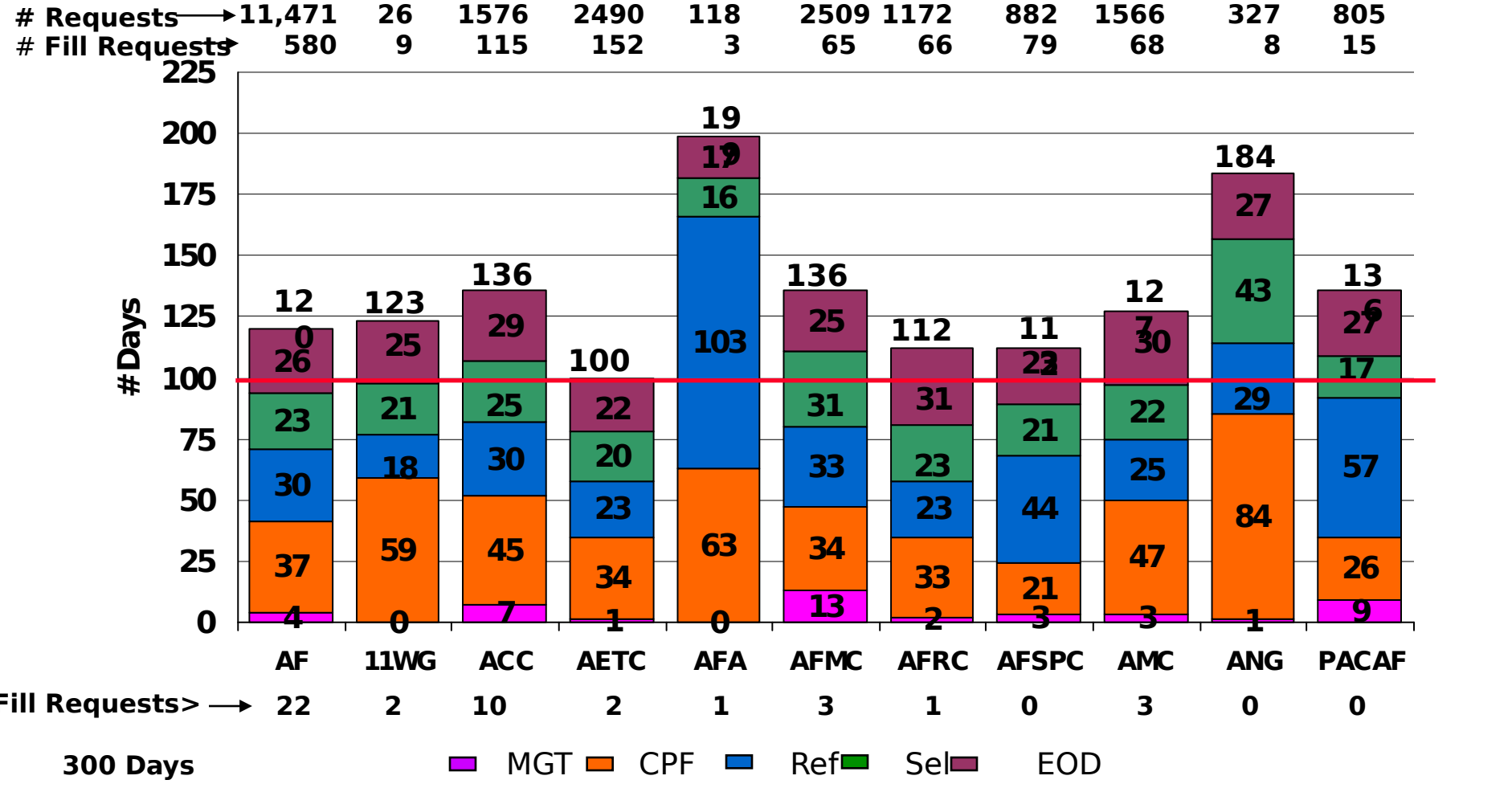
CPF
* Max use of standing registers, alternative certificate procedures
* Quick turn-around on template coordinations, referral lists
* Reasonable entrance on duty dates

Combined Effort—Work Together to Cut Time

Civilian Personnel Servicing

Average DPC Fill Request Days By MAJCOM

AFPC



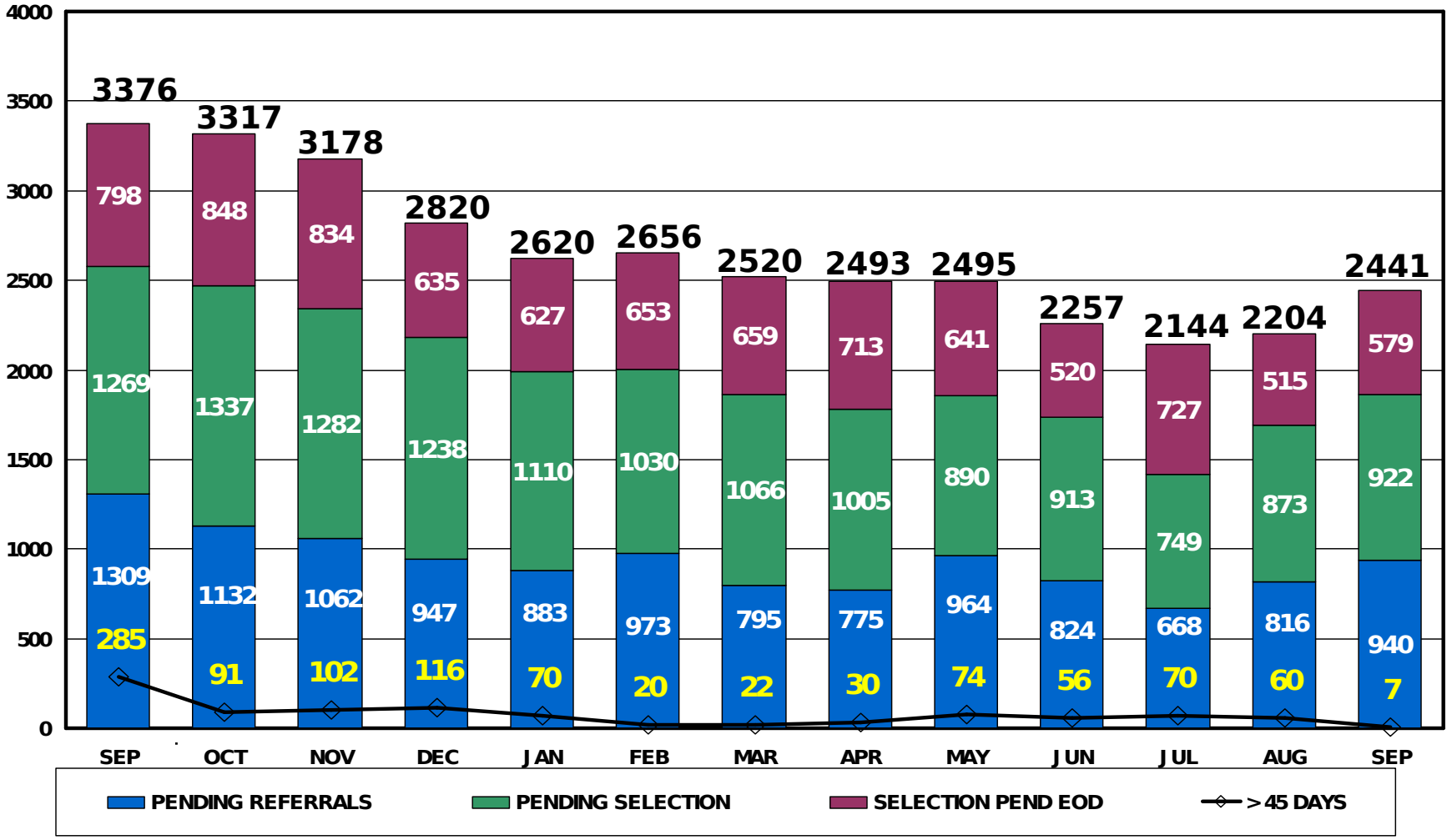
Steering Group Standard=100 Days

AS OF 30 SEP 03

GOAL: REDUCE THE NUMBER OF OPEN FILL ACTIONS OVER 45 DAYS WITHOUT A REFERRAL

Open Fill Actions

AFPC

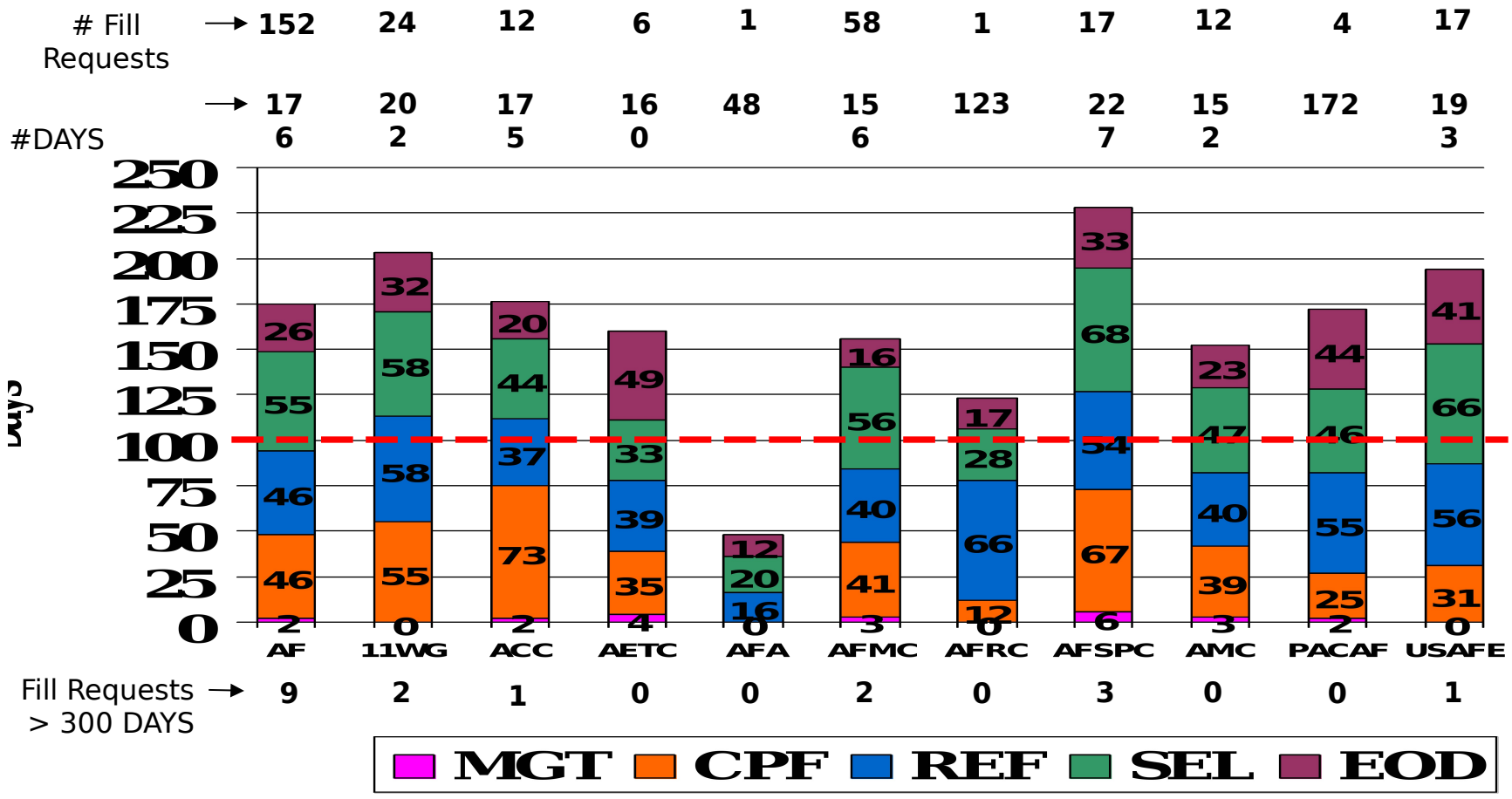


SOURCE: RPA TRACKER

AS OF 30 SEP 03

Civilian Personnel Servicing
Average DPK Fill Request Days By MAJCOM

AFPC



Steering Group Standard=100 Days
Data Source: RPA Tracker

Reports Closing In Sept 03

Civilian Personnel Servicing

AFPC

Processing Initiatives

- **Contractor Study--Work Flow Efficiencies/Best Practices**
  - Status: Developed Action Plans for A New Quality Control Process And Developing Metrics to Monitor The Output
  - Next Milestone: Data Capture for New Metrics Measuring Quality Jan 04
  - OPR: AFPC/DPC
- **LEAN Reengineering--Reduce Fill Cycle Time**
  - Status: Six Pathfinder Cells Established And Refining Processes
  - Next Milestone: Stand-up Additional Pathfinder Cells 3-7 Nov 03
  - OPR: AF/DPXL, Lean Core Team
- **Bearing Point--AFMC Staffing Study**
  - Status: Interim Report Provided
  - Next Milestone: Interim Report Under Review for Comment/Final Report Due 1 Jan 04
  - OPR: HQ AFMC/DPC

Vision: Reduced Life Cycle Processing Time for Fill Actions

Civilian Personnel Servicing Processing Initiatives

AFPC

Current Initiatives

* Holland Davis Study Addressing Process Issues
* Current LEAN Reengineering Initiatives
  - Six Cells Testing New Processes
* Bearing Point – AFMC Staffing Study

Future Initiatives

* Value Stream Analysis
  - Reviewing Supervisor Time to CPF

Future Initiatives

* AFPC Classification Process
* Plan to Transition *Select* Processes for 11th

Future Initiative

* Value Stream Analysis
  - Referral to Selection Process

Future Initiative

* CPF Processing to Include Classification

Future Initiative

* Streamline 'By Base' Services

Combined Effort—Work Together to Improve Processes

AFPC Campaign Plans

AFPC

IMPLEMENT FORCE DEVELOPMENT

Officer Force Development Objectives

AFPC

- Connect Training And Education Opportunities To Assignments
- Ensure Air Force Personnel-directed Decision Processes Invest The Right Education, Training And Experience In The Right Officers At The Right Time
- Enhance Leader And Officer Understanding Of Their Roles In Officer Development
- Connect Individual Goals To Air Force Needs
  - **Utilize Leadership And Officer Inputs In The Developmental Assignment Process And Provide Institutional Perspective Feedback When Necessary**

Officer Force Development

AFPC

- **We Do It Today, But…can Be Better, More Deliberate**
  - Stand Up Of Development Teams (DTs)
    - There Are 26 Organized or Planned DTs; Each AFSC Will Be Assigned To A DT
    - Select Command & School Candidates, Provide Assignment Vectors For Now & Future
  - Education
    - Enhanced Opportunity For In-residence Education— Right Person, Right Place, Right Time
    - Designated FY04 IDE/SDE Assignments During AF/DP DE Designation Board (15-19 Sep)

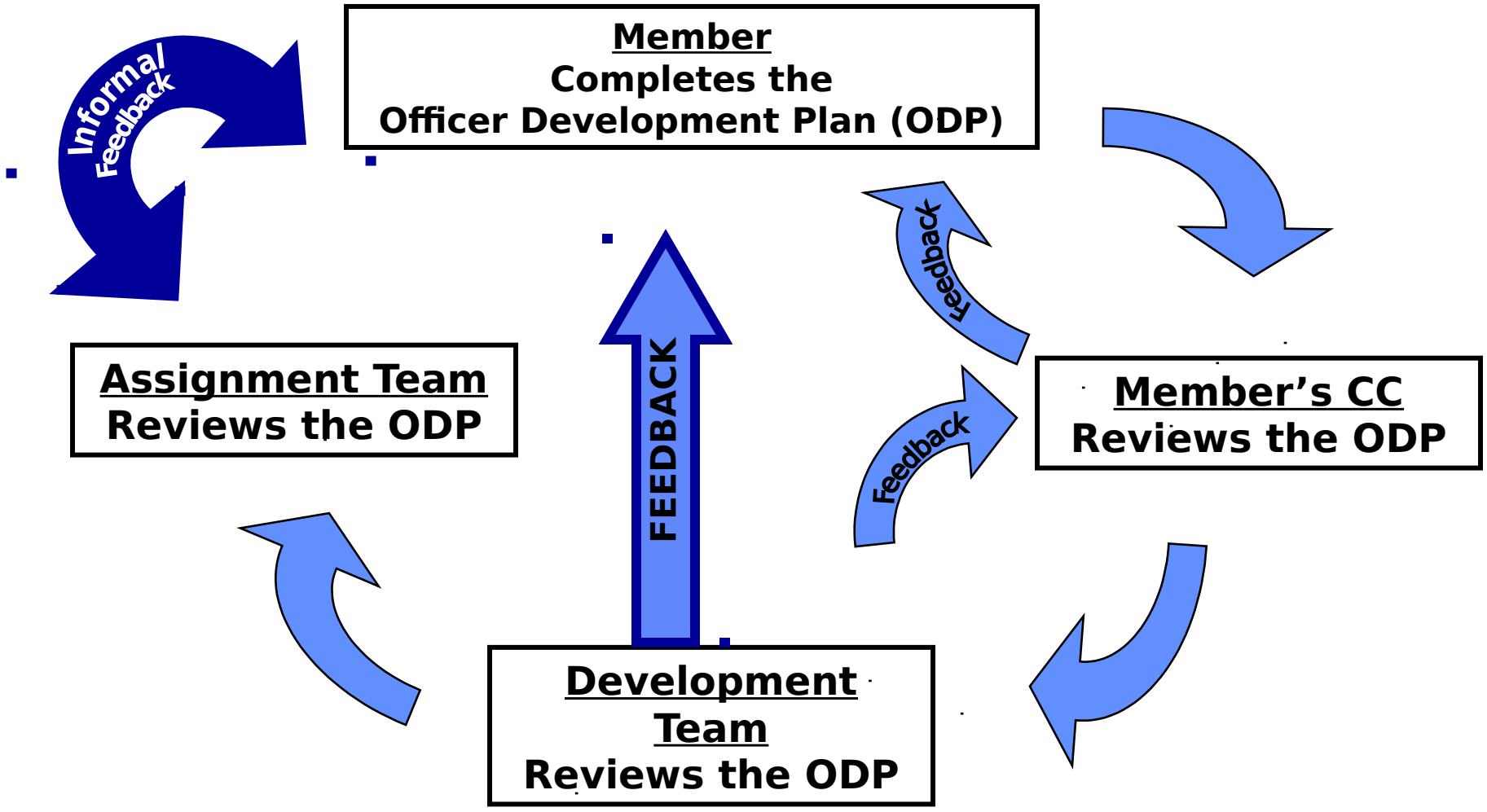
- **Tools For Officers, Commanders And DTs**
  - Officer Development Plan: More Strategic View Vice "Job Search"
    - Provides DT Developmental Vectors And Feedback
  - Career Planning Diagram: Replaces Career Pyramids; More Effective Mentoring & Planning Tool

- **What's Next**
  - Oct – Dec 03: Transitional ODP Fielded; Spread-the-word Briefs
  - Dec 03: IOC -- All Development Teams Will Be Stood Up
  - Fall 04: ODP Fielded
  - Continue FD Efforts For Enlisted, Civilian, ARC

Goal: Accomplish Air Force Mission While Developing Officers With The Skills, Knowledge & Experience

Officer Force Development Process

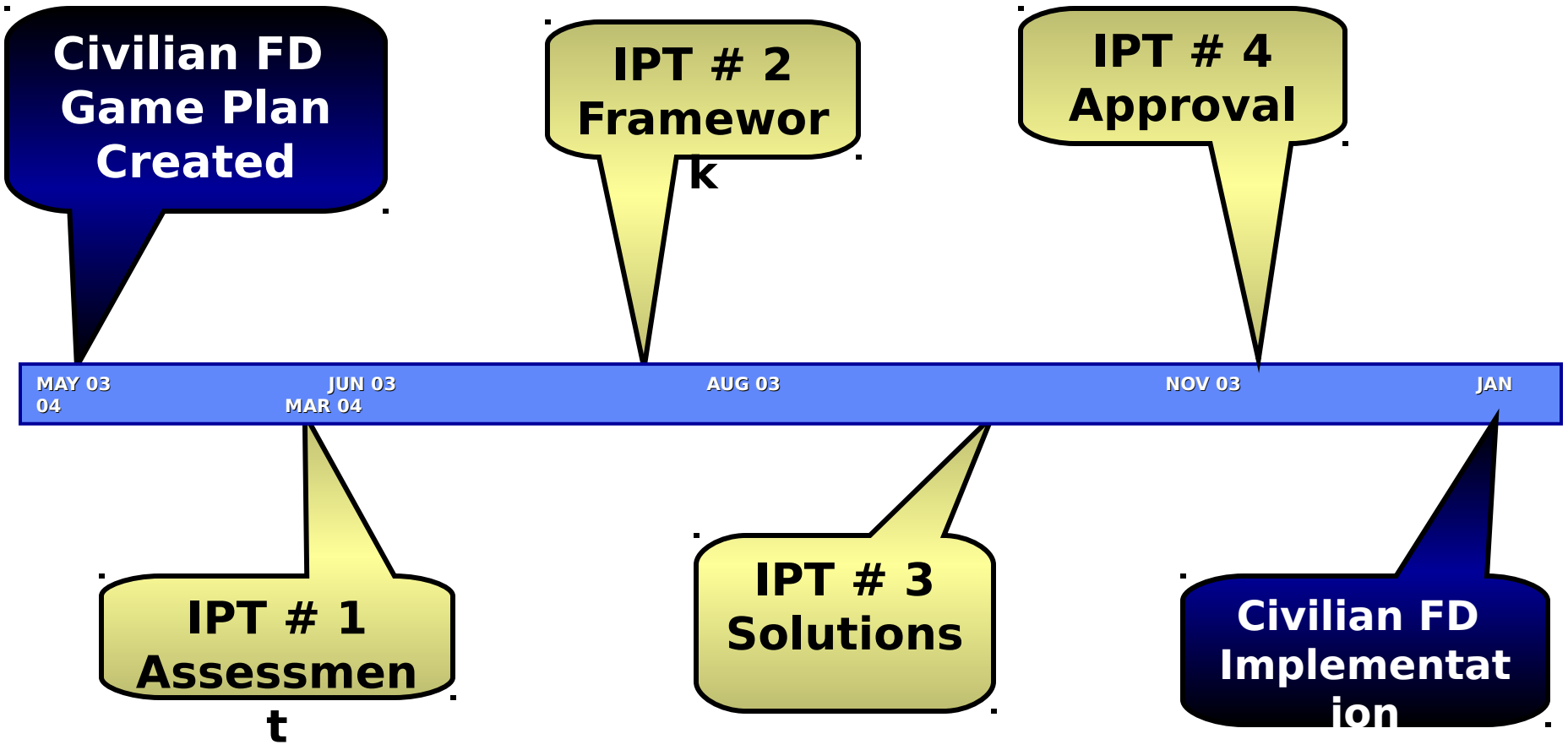
AFPC



Civilian Force Development

AFPC

Implementation Timeline



As Of: 2 Oct 03

Civilian Force Development

AFPC

Tactical Leader Template (Notional)

Development

- BDE
  - Pre-Supervisory
  - 1st Level Supervisory
  - SOS, ASBC, ALS
- Team leader experience

Occupational Competencies

- Functional specific skills

Development

- Skills training
- Functional experience

Education

- Functional Specific
- Desired: BA/BS

Development

- Internships
- Civilian Tuition Assistance Program (CTAP)

Civilian Force Development

AFPC

Operational Template (Notional)

Development

- IDE
  - 2nd Level Supervisory
  - ACSC
  - AAD
- Leadership experience
- HQ-level experience

Occupational Competencies

- Functional specific skills
- Intra-functional broadening

Development

- Broadening assignment
- Functional experience

Education

- Functional Specific
- Desired: AAD

Development

- CTAP
- Degree Programs
- CCDP

Civilian Force Development

AFPC

Strategic Template (Notional)

Development

- SDE
  - AWC/NWC, Etc.
  - AAD
  - GS-15 Leadership Seminar
  - Federal Executive Institute
  - Harvard Sr Exec Fellows
  - National Security Mgmt
  - Leadership Assessment Seminar
- Leadership positions in MAJCOM, HQ/OSD/Joint or SAF/HAF
  - 2+ bases/installations
- Leadership positions in other services/agencies/private sector

Occupational Competencies

- Functional specific skills
- Cross-functional broadening

Development

- Cross-functional broadening assignment
- Functional experience

Education

- Functional Specific
- Desired: AAD

Development

- Degree Programs
- CCDP

Civilian Force Development (Notional)

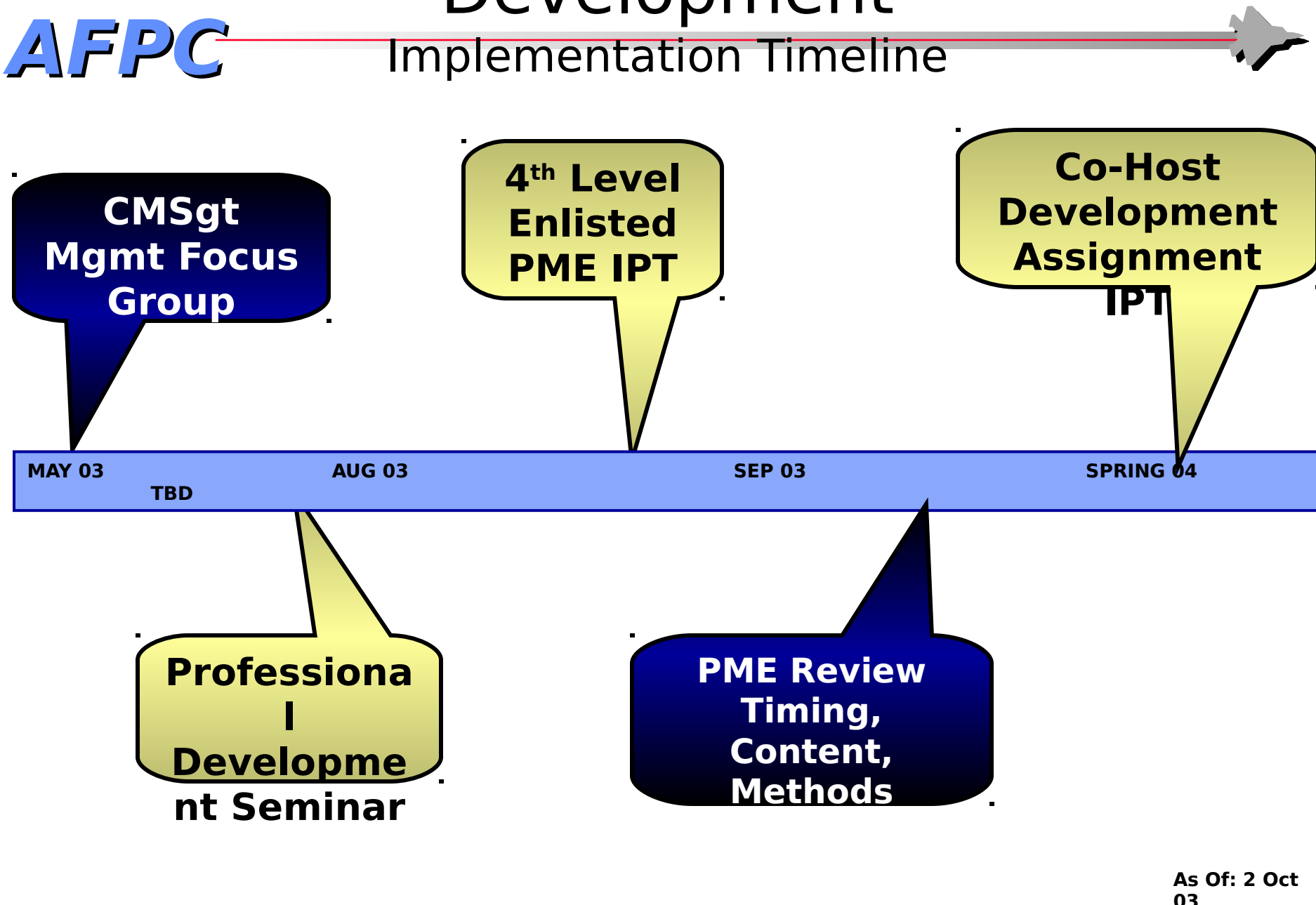
AFPC

- What Goes Into A Career Development Plan (CDP)?
  - Individual
    - Career Goal - Long Term
    - Development - Near Term (Consistent W/ Long Term)
      - Desired Assignments
      - Training Needs
  - Supervisor
    - Assessment Of Candidate Suitability for Career Goals
    - Review Of Training Needs

Enlisted Force Development

AFPC

Implementation Timeline



As Of: 2 Oct 03

AFPC Campaign Plans

AFPC

FIELD RESPONSIVE PERSONNEL DATA SYSTEMS

Personnel Data Systems

Strategic Objectives

AFPC

Meet Customer Needs ↔ **Stabilize Current Data Systems** ↔ **Provide Path To Future Joint PDS**

- Initiatives
  - Smart, Focused Web-Based Solutions
  - Documentation, Data Clean Up, Stable Requirements, Training
  - System Program Manager, Clear Lines Of Accountability

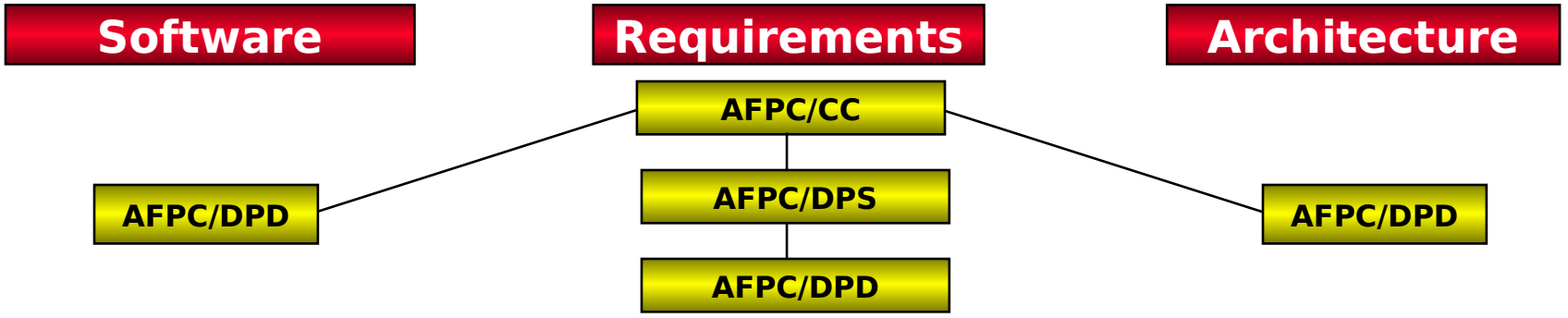
Two-Way Street: We Need Your Help for Accurate Data

Personnel Data Systems

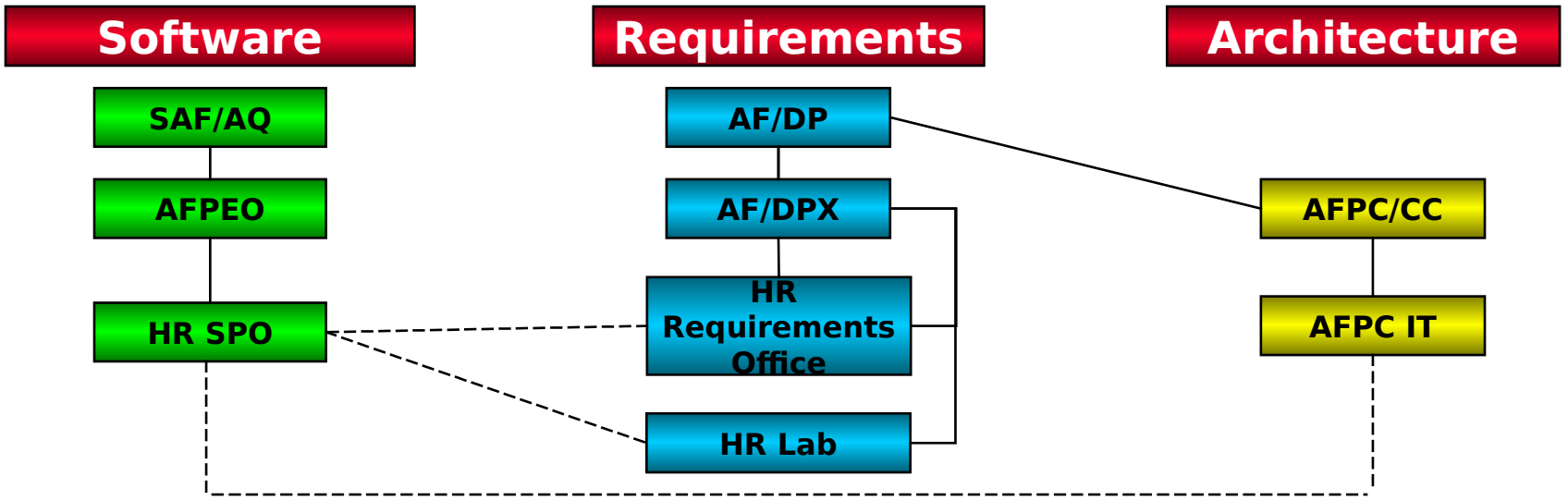
Strategic Partnership

AFPC

Before



After



Staff, SPO and AFPC Are Separate Organizations...Now Partnering...To Fulfill A Common Mis

Personnel Data Systems

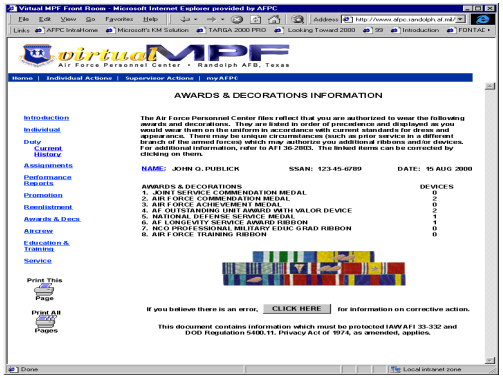
AFPC Virtual Applications

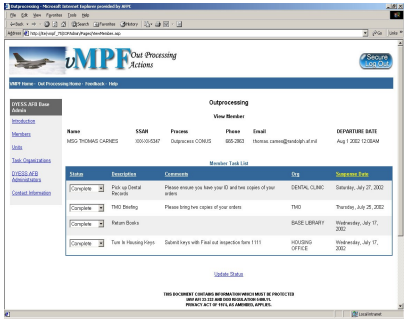
Virtual MPF

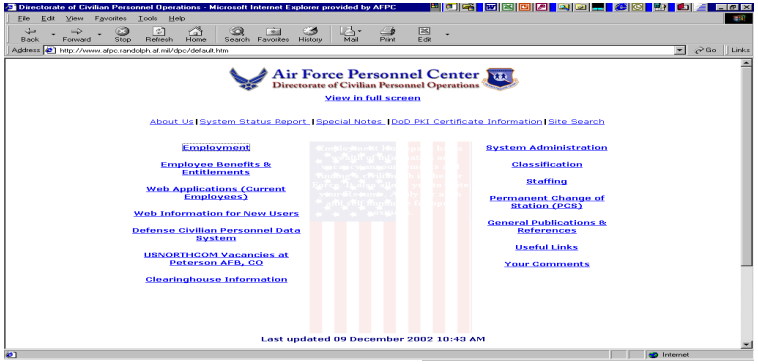
- View Personnel Briefs
- Awards and Decorations Module
- Virtual Record of Emergency Data
- Virtual Out-processing

Civ Pers On-Line (vCPF)

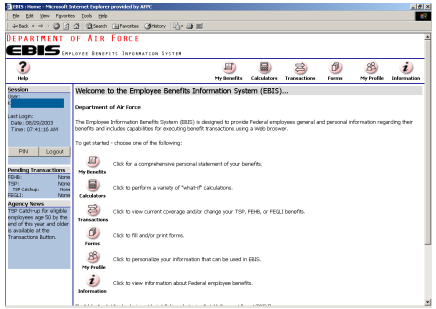
- Civilian In-processing
- Civilian Emergency Data System
- Electronic Official Personnel Folder
- Employee Benefits Information
- Employment Opportunities
- On-line Career Program Registration







Air Force Personnel Center's Secure Web Sites
These are secure sites.
Please close all browsers when you leave the applications.



AFPC

National Security Personnel System (NSPS)

National Security Personnel System

AFPC

- Created To Transform How Department Of Defense Recruits, Retains, And Manages Its Nearly 700,000 Civilians
- DoD Is Working To Deal With The Threats Of 21st Century With A Personnel System That Was Fashioned For The Mid-20th Century
- Industrial Age Organization Is Struggling To Perform In An Information Age World

National Security Personnel System

AFPC

- Grants SECDEF Authority To Establish Modern Personnel System For DoD Civilians (Best Practices)
  - Pay Banding
  - Pay-for-performance
  - Expedited Hiring
- Preserves Merit Principles/Veterans' Preference
- Joint DoD/OPM Governance Like Homeland Security
- Bargaining At National Level
- Streamlined Appeal/Grievance Process
- Permanent Early Retirement And "Buy-out" Authority
- Eliminates Annuity Offset For Re-employed Civil Servants

NSPS – Classification & Pay

AFPC

- Classification Authority Delegated To Service Secretaries With Authority To Re-delegate
- OPM Occupational Series And Titles
- Narrative Descriptors Replace OPM Grading Criteria
- Pay Category Reconsideration (Class Appeal)
- Locality Pay Applied In January
- Special Salary Rate Supplement
- No Grade Retention; Pay Retention Limited To 2 Years

NSPS Pay for Performance

AFPC

- Pay Pool Funds
  - Basic Pay – Annual Pay Raise, WIGI, Quality Step Increases
  - Performance Incentives - Minimum Of 1% Of Total Salaries
- Performance Review Board
  - Oversight To Review Pay Pool Operations
- Pay Pool
  - 25 To 500 Employees
  - Supervisors Separate From Their Employees
- Order Of Merit Listing
  - May Determine Assignments, Selections, Final Payout And Performance Incentive Decisions
- Extraordinary Pay Increase (EPI)
  - Rewards Top Performing Employees When The Payout Process Does Not Adequately Compensate Them

NSPS - Staffing

AFPC

- Internal Placement
  - Competition, Or An Exception To Competitive Procedures, Required For A Job Change – Higher Earning Potential
  - Expanded Forms Of Competition
    - Assessment Boards
    - Alternative Certification Process -“Name Request”
    - Order Of Merit List
  - Probationary Period For Competitive Job Change – Higher Earning Potential

NSPS - Staffing

AFPC

- External Hiring
  - Initial Career Appointment – 3 Yr Probation
  - Preserve Veterans' Preference
  - Delegated Examining Unit (DEU)
    - Refer All Candidates (Eliminates "Rule Of Three")
    - Categorical Ranking
  - Scholastic Achievement Appointment
    - 3.0 Overall – 3.5 In Field Of Study
    - May Be Used For Any Type Of Position
  - On-the-spot
    - Severe Shortage, Unique Quals, High Turnover, Special Salary Rate, Exceptional Need

NSPS - Staffing

AFPC

- Reduction In Force (RIF)
  - Competitive Area
    - Career Groups, Lines Of Business, Product Lines, Organizational Units, Funding Lines, Trainee Status, Geographical Location
  - Retention Factors
    - Performance Category
    - Tenure
    - Performance Score
    - Veterans' Preference
    - Service Computation Date (SCD)

AFPC

Manpower & Personnel Merger

Merger of Manpower & Personnel

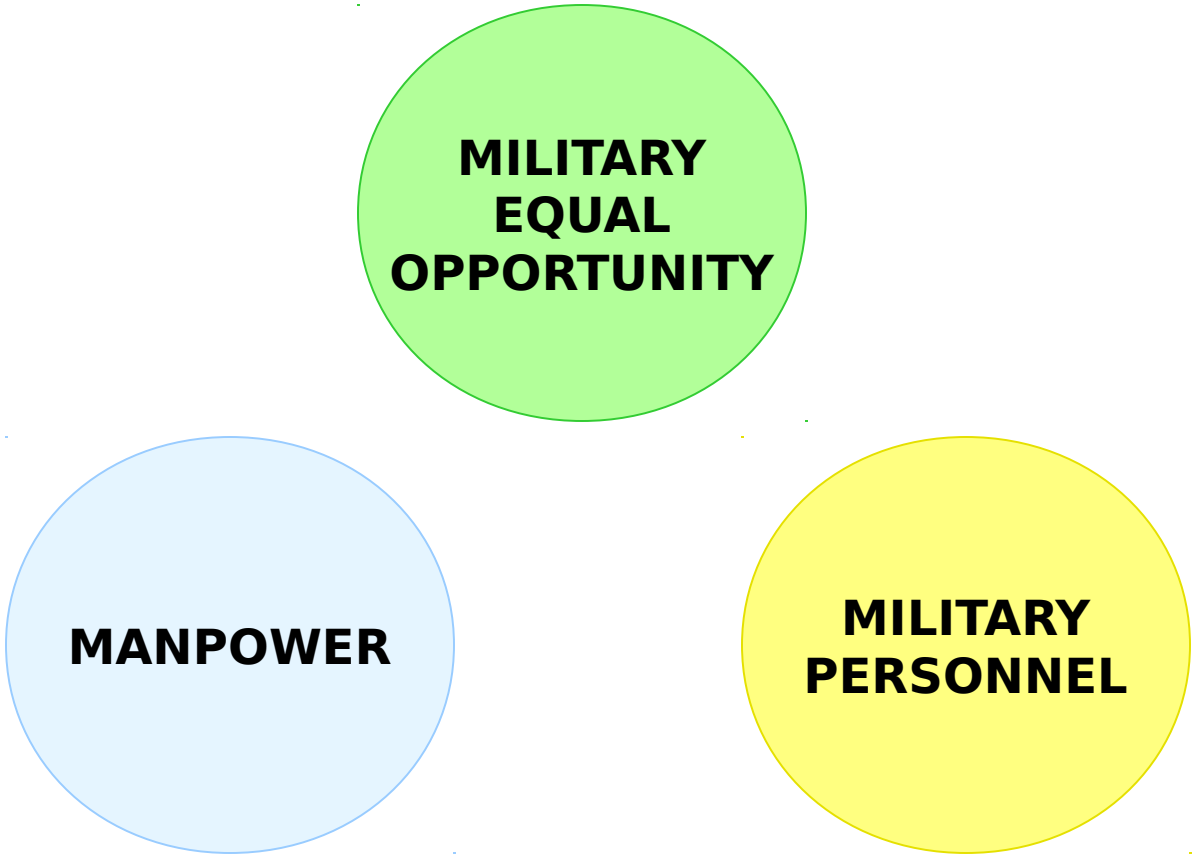
AFPC

- In January 2002, SECAF Approves Merger
- Reasons for Merger
  - Will Facilitate The Successful Completion Of The Human Resource Process “Loop”
  - Better Align People Resources With Manpower Requirements In Mission Accomplishment.
  - Provide Operational Commanders With Better Support To The Air And Space Expeditionary Force
  - Establishes Force Management Squadron

Force Management Squadron

AFPC

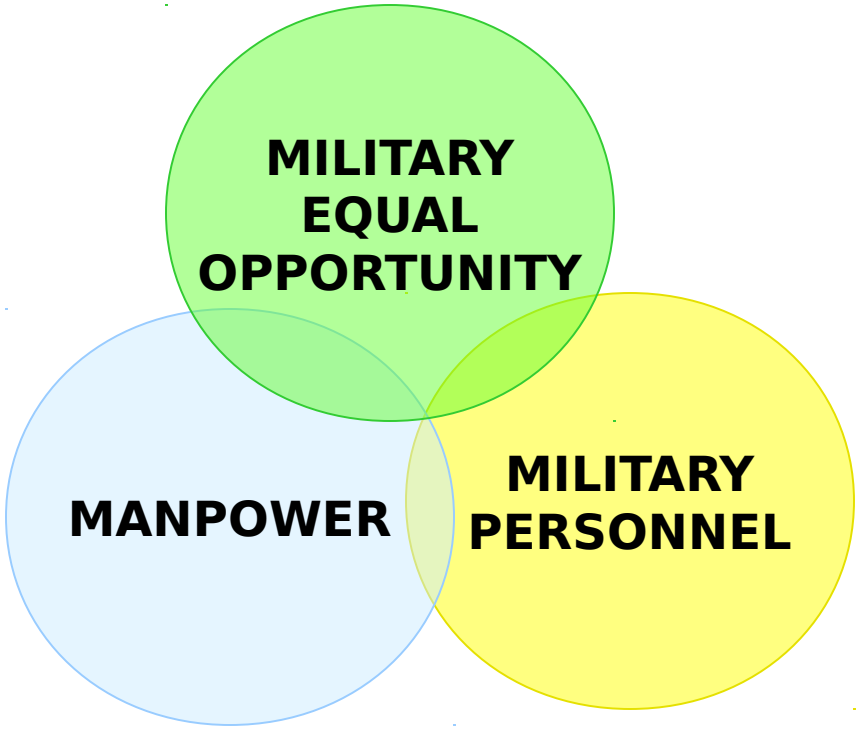
Military Components



Force Management Squadron

AFPC

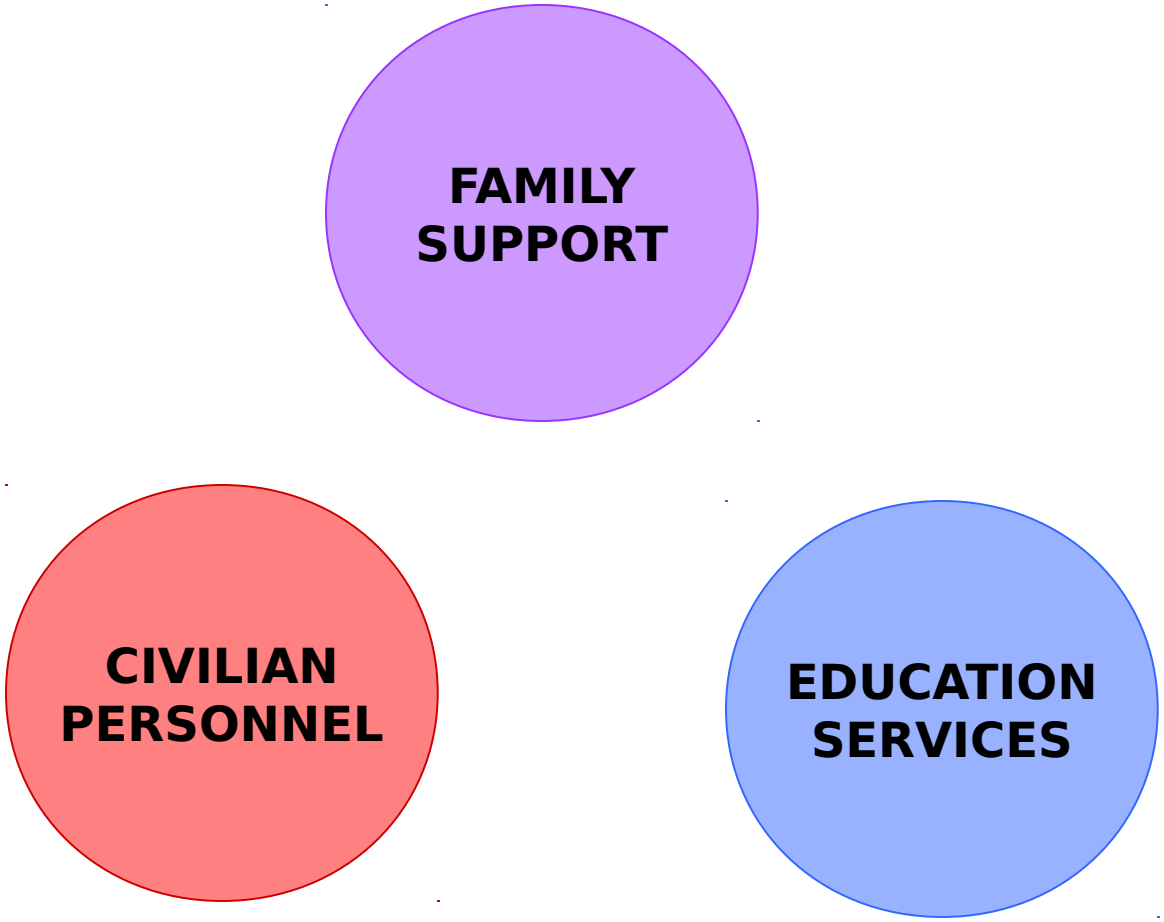
Military Components



Force Management Squadron

AFPC

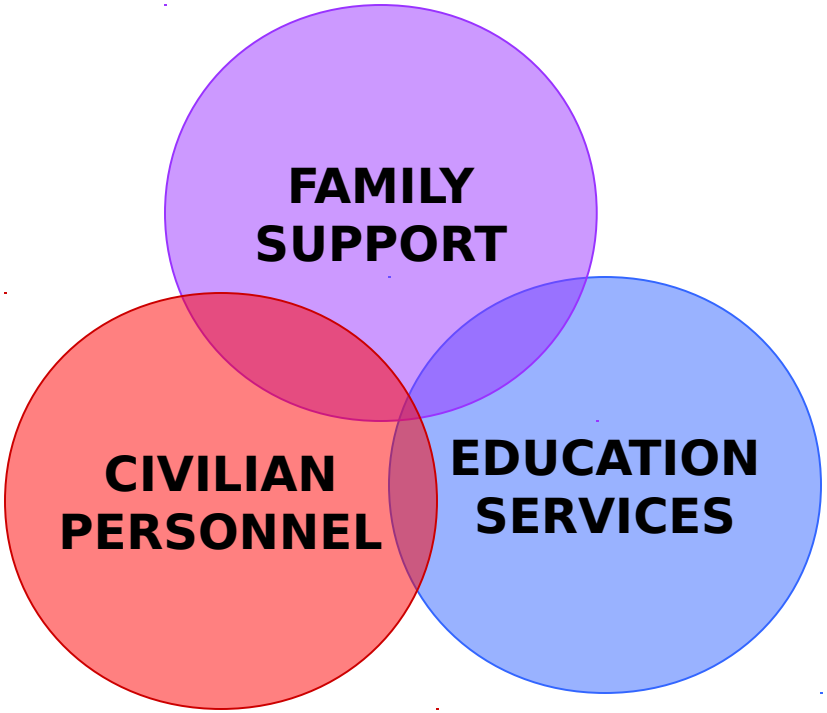
Civilian Components



Force Management Squadron

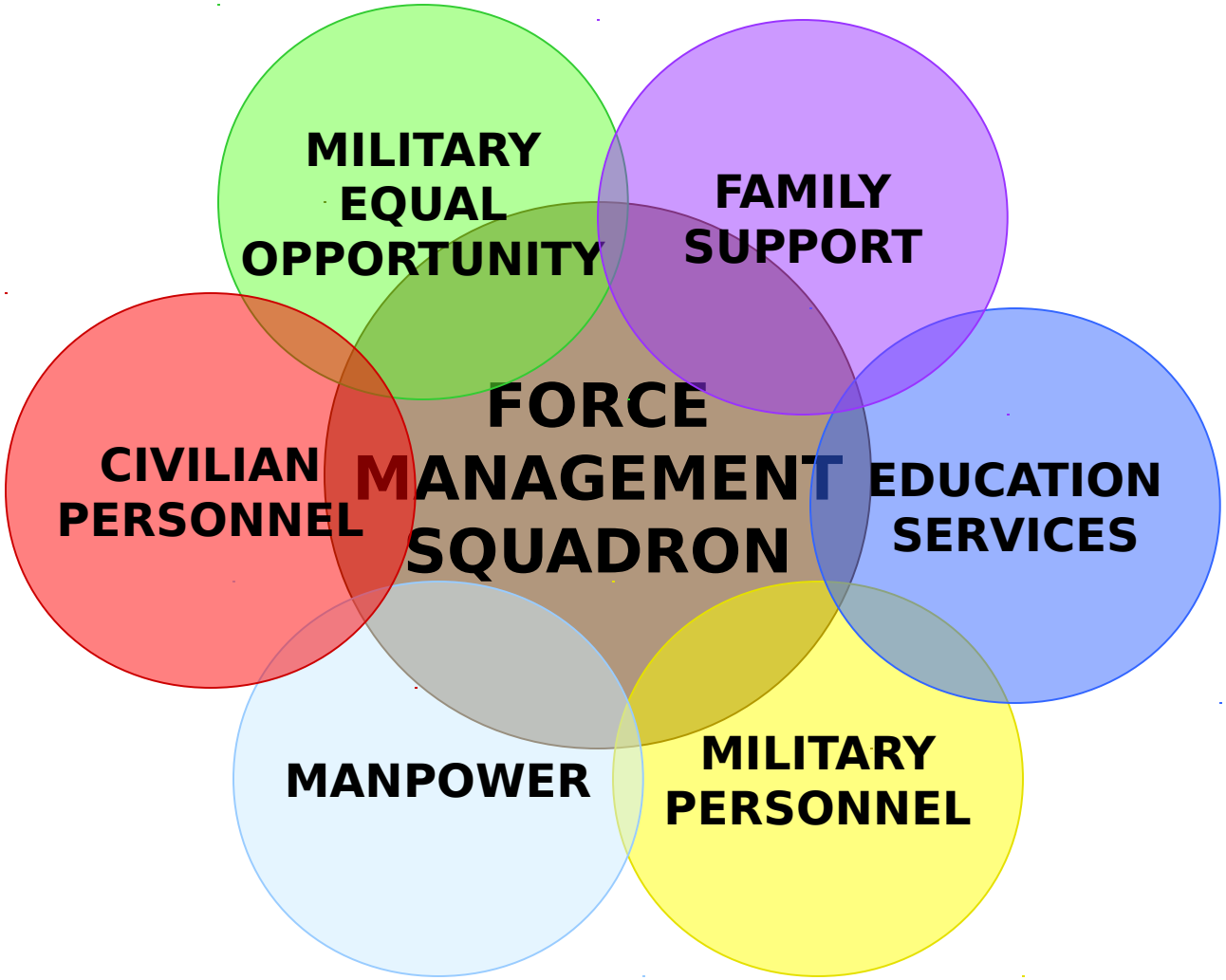
AFPC

Civilian Components



The *NEW* Force Management Squadron

AFPC



Merger and the Officer

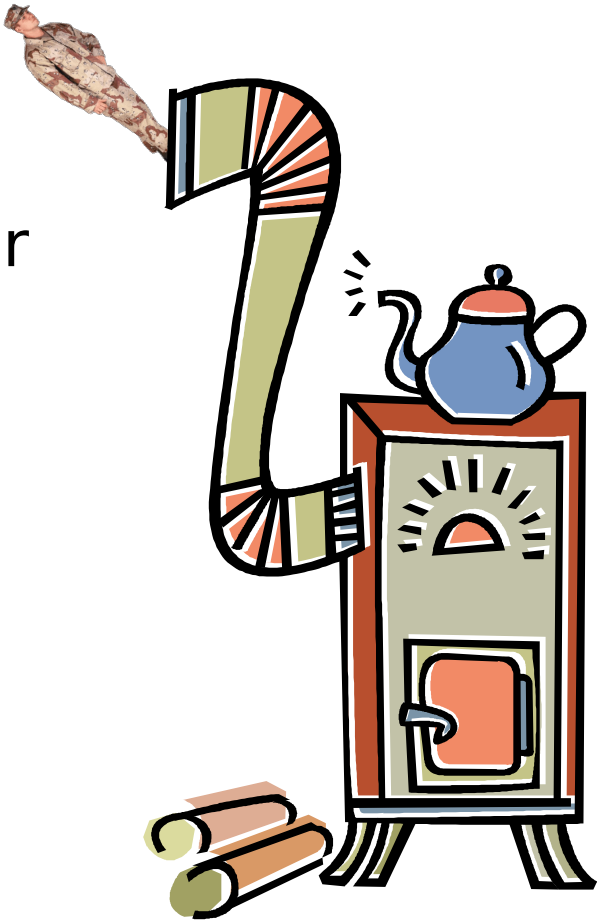
AFPC

- Manpower Officer Employment
  - Air Staff Has Already Re-organized; XPM Now DPM
  - MAJCOMs Undergoing Organizational Tests; Announced Next Year
  - Wing Re-organizes In Jul 04; MO Moves Under New Force Management Squadron
- Expected Career Path
  - Opens More Base-level Assignments
    - Senior Raters Same at All Organizational Levels
    - All Current Manpower and Personnel Jobs Open To You
  - Traditional Manpower Career Path Still Possible; Focused Mainly On Staff Officer Positions
- Timing For Assignments
  - Senior Raters Will Remain Same At All Organizational Levels
  - Personnel Experience Provides Broader Breadth Of Experience/More Competitive Support Officer
- Leadership Opportunities
  - Manpower Officers Can Compete For MPF CC and Force Mgmt Sq CC

Merger and the Enlisted

AFPC

- The Foundation of the Manpower Career Field
- Retain Their Specialties
- Cross-Training



Merger and the Civilian

AFPC

- Tactical
  - GS-5 Thru GS-11
  - Gain Initial Skills
- Operational
  - GS-12 Thru GS-14
  - Combining MCCP & PCCP Into Panels
- Strategic
  - GS-15s And Above Can Lead Functions Interchangeably
  - AFSLMO Takes Over Development

Merger and the Civilian

AFPC

- Merger Will Combine MCCP And PCCP
  - Opens Up More Opportunities Because Of The Number Of Available Slots And Higher Grades
- PCCP Will Include
  - Civilian Personnel
  - Military Personnel
  - Education Services
  - Family Matters
  - Manpower

Merger and the Civilian

AFPC

- Manpower Civilian Career Program (MCCP)
  - 4 Career Broadening Positions
  - 30 Palace Acquire Positions
- The Personnel Civilian Career Program (PCCP)
  - 33 Career Broadening Positions
  - Civilian Personnel Panel (CPP)
    - 53 Palace Acquire Positions
  - Education Services Panel (ESP)
    - 7 Palace Acquire Positions
  - Family Matters Panel (FMP)
    - 14 Palace Acquire Positions

Merger and the Civilian

AFPC

- PCCP Develops AF Civilian HR Workforce
  - Incorporates Training, Education, Experiences, Skills, Knowledge And Professional Development
  - Assumes Future DoD Leadership Roles In All Five Panels
  - Professional Development
- Management And Oversight Of PAQ’s
  - 104 PAQ Positions
- Opportunities For Cross-functional Development Between PCCP Panels Is A Priority Consideration
  - 37 Career Broadening Positions

AFPC

Benefits & Entitlements Services Team (BEST)

AFPC

Benefits & Entitlements Services Team (BEST)

http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm

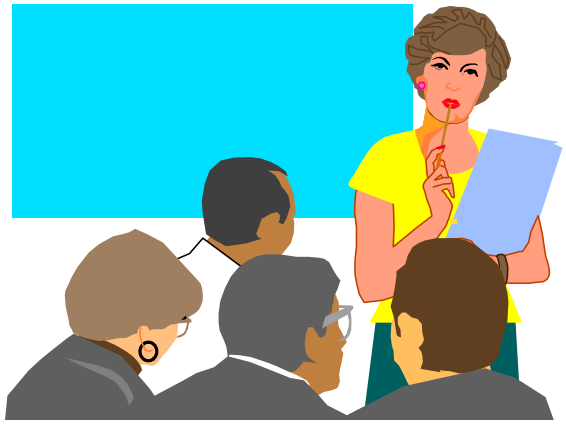
1-800-616-3775 or 1-800-997-2378 (Commercial (210) 527-2378 (if calling within San Antonio, Texas area))

BEST Services

AFPC

- Full Servicing
  (83 bases/79,080 pop)
  - Health Insurance
  - Life Insurance
  - Thrift Savings Plan
  - Retirement Services
  - Survivor Benefits

- Limited Servicing
  (13 bases/57,984 pop)
  - Health Insurance
  - Life Insurance
  - Thrift Savings Plan



BEST Servicing Issues

AFPC

- Air Force Customer Service Center Single 1-800#
  - 1-800-616-3775
- Players
  - BEST Automated Phone System for Employees
  - Civilian Appropriated Fund Jobs (Internal and External Applicants)
  - AFPC Contact Center
  - ARPC-Denver
  - DFAS (Military Pay)
  - Technical Assistance Center (TAC)
- Deployed Oct 03
- BEST Will Retain Current 1-800# for a Six-Month Transition Period

BEST Servicing Issues

AFPC

- Reservists & Agency Payment of Employee Portion of Health Benefit Premium for Those Called Up in Support of a Contingency Operation
  - Many “Players” Process These Actions
    - Management/Supervisor Timely Submits the LWOP-US Request for Personnel Action (RPA)
    - Employee or CPF Submits Employee's Orders/Checklist to BEST
    - BEST Processes the Employee's Health Benefits Election and Notifies DFAS (Manual Process) the Employee is in Support of a Contingency Operation
    - DFAS Updates Payroll Record (Manual Process), Which Ensures Eligible Employees Do Not Incur a Debt for Health Benefit Premiums

BEST Servicing Issues

AFPC

- Reservists & Agency Payment of Employee Portion of Health Benefit Premium for Those Called Up in Support of a Contingency Operation
  - Currently a 100% Manual Process With Room for Human Error
    - DCPDS Enhancement Submitted to Streamline
  - Notify BEST Immediately of Any Health Benefit Pay Problems

AFPC

New Benefits

BEST Automated Web

AFPC

- BEST Automated Web Application (EBIS)
  - Deployed an Enhanced Version of EBIS – Aug 03
  - Streamlined and Definitely More User-Friendly
    - Employees Enter Their SSN and PIN Once When Entering the Application
    - User-Friendly Buttons Provide One-Click Access to Most Functions
    - Help Available for Each Page
    - A Calculator Available for Employees to Compute Their High-Three Average Salary for Annuity Estimates
    - Electronic Retirement Forms Included

TSP Catch-Up Contributions

AFPC

- Thrift Savings Plan (TSP) Catch-up Contributions
  - BEST Began Accepting Enrollments on 25 Aug 03
  - Not Subject to Open Season Rules and More Than One Election May Be Made in Any Given Year
  - Maximum Contribution for 2003 is $2,000 & 2004 is $3,000
    - Election Made in Dollar Amount
  - Must Be Participating in TSP Up to the Maximum Amount Allowed by the IRS and TSP Plan Rules
  - Must Be at Least Age 50 in Year the Catch-Up Contributions are Made
  - Must Make a New Election Each Year
  - Counseling by BEST & Elections Made Via the BEST Automated Web or Phone Systems

TSP Contribution Amount Increase

AFPC

- TSP Contribution Percentage Increases
  - Civil Service Retirement System (CSRS) – 9%
  - Federal Employees Retirement System (FERS) – 14%
  - Open Season Begins 15 Oct and Ends 31 Dec 03
  - Counseling by BEST & Elections Made Via the BEST Automated Web or Phone Systems

Health Benefits
Flexible Spending Accounts

AFPC

- Flexible Spending Accounts
  - Benefit That Allows Employees to Set Aside Money, On a Pre-Tax Basis, for Certain Kinds of Common Health Care Expenses
  - Employees Can Reduce Taxes While Paying for Services They Normally Have to Pay for Anyway
  - Two Types of FSA Accounts
    - Health Care Flexible Spending Account (HCFSA)
    - Dependent Care Flexible Spending Account (DCFSA)
  - Newly Hired or Newly Eligible Employees
    - Newly Hired and Newly Eligible Employees May Enroll Within 60 Days of Date of Hire or Date of Becoming Eligible

Health Benefits
Flexible Spending Accounts

AFPC

- Flexible Spending Accounts (Cont)
  - Current Employees
    - Enrollments Tied to Annual Health Benefits Open Season Dates – 10 Nov-8 Dec 03
  - Must Re-Enroll Each Year
  - Counseling and Elections Made With Contractor (SHPS, Inc.); FSAFEDS Web Site at www.fsafeds.com; Toll-Free Telephone 1-877-372-3337

Long Term Care

AFPC

- Long Term Care (LTC) Insurance
  - Helps Pay for Long Term Care Services, Such as Home Care or Care in a Nursing Home or Assisted Living Facility
  - New Employees and Newly Eligible Employees
    - Can Apply Within 60 Days of EOD
    - Subject to Abbreviated Underwriting Form
  - Current Employees and Eligible Family Members
    - Can Apply Anytime
    - Subject to Full Underwriting Form

Long Term Care

AFPC

- Long Term Care (LTC) Insurance (Cont)
  - Brochures Available for Current Employees, New Hires or Newly Eligible, and Pre-Retirees – LTC Partners Web Site or BEST Homepage
  - Counseling & Elections Made With Contractor
  - LTC Partners: www.LTCFEDS.com or 1-800-LTC-FEDS

Accountability

AFPC

Maj Gen O'Riordan

Mr. Den Herder

Assignments
Col Chris Miller

Civilian Personnel Operations
Mr. Chuck Huerta

Civilian Career Management
Mr. Henry Snider

Personnel Accountability
Col Roger Corbin

Personnel Program Management
Col Steve Maurmann

Personnel Data Systems
Col Greg Touhill

Operations
Col Dale Hess

HOW TO CONTACT US - COMMANDER'S ACTION GROUP

DSN 665-4606 Comm 210-565-4606

afpc.cgx@randolph.af.mil

Our Vision For The Future

AFPC

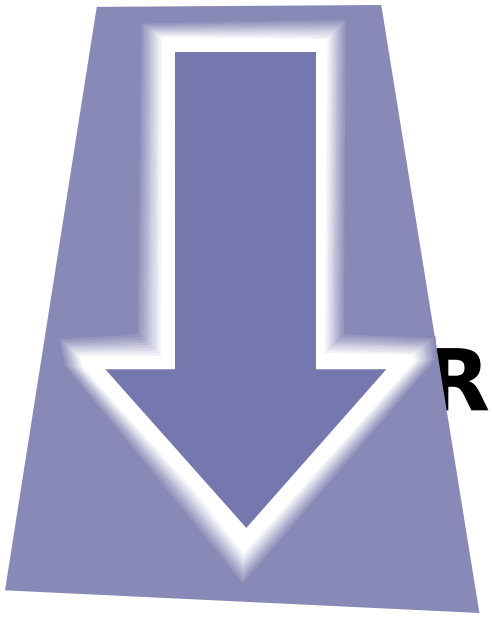
Transparent

to Our Customers

U.S. AIR FORCE

QUESTIONS?

AFPC



LEAN Reengineering: Reduce Cycle Time for the AF Civilian Personnel Fill Action Process

LEAN Reengineering

AFPC

- **6 May 03 - SECAF tasked Business Initiative Council (BIC) to Reduce Civilian Personnel Fill Actions Cycle Time**

  "My expectations are that we should be able to reduce cycle time, improve the quality of our service and decrease the resources required. My goal is to look for actions that can lead to immediate improvements."

- **Mr Ron Orr, SAF/IE (BIC Executive Director) and Mr. Bill Kelly, AF/DPX, BIC Initiative Co-chairs**
  - **AFPOA/DPXL - Lead Agent**
  - **Aggressive Schedule**
  - **Roll All Studies/Initiatives into the SECAF BIC Initiative**
  - **"Lean Thinking"**

LEAN Reengineering

Background

AFPC

- **Why Civilian Fill Action Cycle Time**
  - **AF Standard is 100 Days – Much Too Long!**
  - **Many “Bottlenecks” Are Within Management, AFPC, CPF Control**
  - **To Eliminate or Reengineer**
  - **Many Separate Studies Have Been Accomplished**

LEAN - Ideal State

AFPC

Five Value Added Steps Identified In Value Stream Analysis:

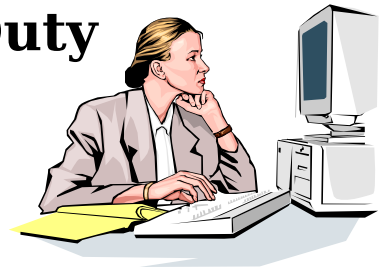
1 - Supervisor Identifies a Need to Hire

2 - Accesses Automated Certificate and Records

3 - Makes Selection

4 - Enter on Duty Date Established

5 - New Employee Enters on Duty



Rapid Improvement Event (RIE)

AFPC

- A Rapid Improvement Event Is A Seven-week Process To Implement Immediate Change Using Lean Methodology:

3 Weeks: Prepare, Select Topics, Teams, Targets

5 Days: Rapid, Focused, Team Action:

- DAY 1: Study Current And Draft Future Processes
- DAY 2: Implement Major Changes - Construct Work Cells
- DAY 3: Try Out And Debug New Processes/Work Flow
- DAY 4: Define Cell's "Standard Work" And Redeploy
- DAY 5: Present Results And Recognition

3 Weeks: Follow-up, Solve Problems And Sustain Changes

LEAN Reengineering Cells 4 Aug RIE

Scope - Exceptions - Impact

AFPC

	Administrative Cell	Personnel Cell	Aircraft WG Cell
Scope	GS-0318 Secretary GS-0312 Steno GS-0326 Office Auto	GS-02XX (all grades)	WG/WS/WL-8XXX 8200 Family 8600 Family 8800 Family
Exceptions	Does not include fill Actions Interim Personnel Centers (IPCs) Does not include PACAF external fills	- At IPCs -- Includes fill actions for -Career program covered -Positions only - - Does not include other IPC fill actions -Does not include -PACAF external fills	Does not include fill actions at IPCs Does not include PACAF external fills
RESULTS	**Handoffs: 64% - 75%** **Flow Time: 15% - 25%** **Touch Time: 10% - 23%**		

Results of the August Rapid Improvement Events

AFPC

- Recommended 40 Changes To Processes/Policy
  - AFPC/CD Issued Email To Super Council - Career Program Changes Effective 3 Nov 03
  - AFPC/CD Package To MAJCOM DP/DPCs In Final Coordination
    - Immediate Changes; Changes Requiring I&I/National Consultation
  - Proposed System Enhancements/Changes Submitted To DPXR On 15 Sep 03

- Proposed Changes
  - Allow Name Request (Alternate Certification)
  - Accept Job Descriptions in Word Format Only
  - Supervisor Certifies SCPD
  - Open Announcements Any Time & For 7 Calendar Days
  - Eliminate 15 Name Limitation; Refer All Candidates – Best And Fully Qualified

LEAN Reengineering Cells 8-12 Sep RIE
Scope - Exceptions - Impact

AFPC

	Non-Competitive RPA Processing	AFPC DEU	Post Selection to EOD
Scope	Accomplishes Non-competitive personnel actions associated with the series covered by the 3 Pathfinder cells Includes Details, Temp/Term 302 Corrections, Pay Adjustments, etc.	MEDICAL - 6XX and EDUCATION, TRAINING and CHILD CARE - 17XX	Accomplishes selections/ processes actions coming out of the 3 Pathfinder Cells
Exceptions	Non-competitive actions, Required by Selection Processing Cell or Pathfinder Cells	None	- RIE will not take on Physical Exam or Security Processes (Separate RIEs/ Projects) Because of errors committed
RESULTS			
Handoffs	25 – 75%	47%	66% - 90%
Flow Time	TBD	50%	13% - 31%
Touch Time	TBD	40%	10% - 57%

Results of the September Rapid Improvement Events

AFPC

- Recommended 60+ Changes To Processes/Policy
  - 24 Changes Implemented During RIE Week
  - Remaining 40+ Proposed Changes Are Either Immediate Changes, Changes Requiring I&I/National Consultation, Or Proposed System Changes
    - Several Duplicates Of Aug RIEs
- Proposed Changes
  - Eliminate Requirements To Print SF50 At CPF
  - Temp Positions - Restrict To Commuting Area
  - EOD During Pay Period (DFAS Impact)
  - Capture Critical Information Up Front

Quick Action Vital to Create Believers